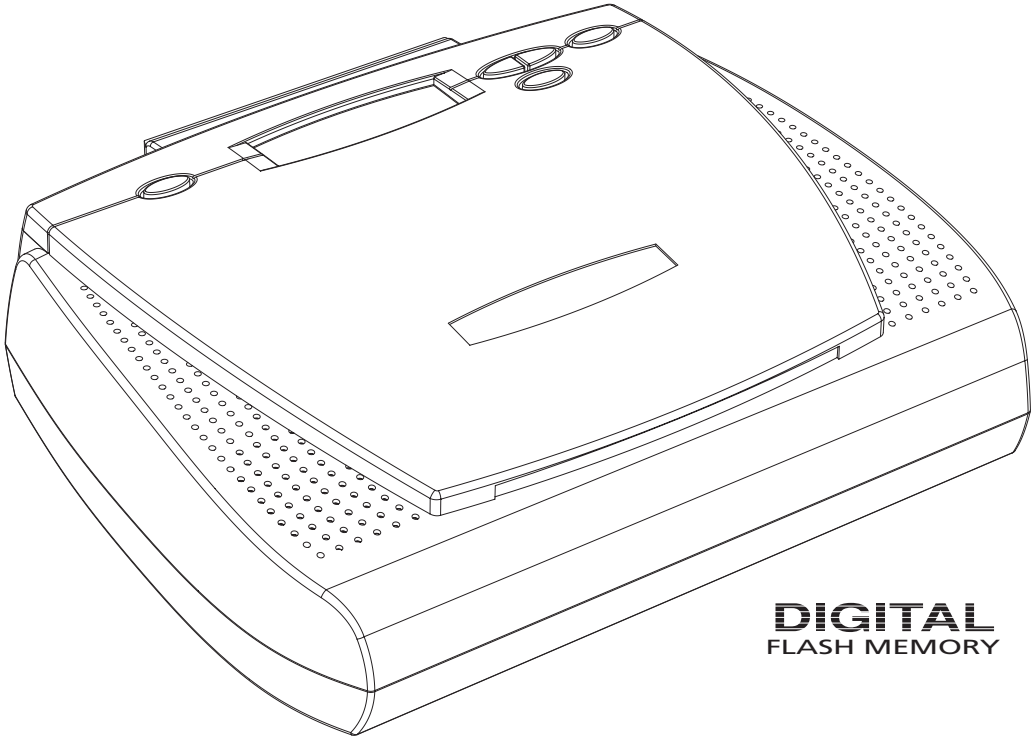
User Manual

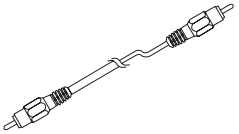


On-Hold Plus 5000

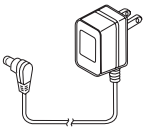
On-Hold Audio Player/Recorder
CD Autoload System

Before using this unit, please read these operating instructions carefully.
Afterwards, keep them handy for future reference.

Supplied Accessories



Connector Cable



AC Adapter

HoldTracks™ Audio CD

CustomWorks™ CD-ROM

OHP 5000 Features

Digital flash memory - design retains music/message content even during power loss...unit ships with preloaded audio.

Integrated CD mechanism - quickly and easily record high quality audio. CD media is easy and inexpensive to duplicate and distribute.

CD Autoload - drop in a CD with a single track, close the lid, and the unit automatically records the content.

Multi-Track Programmable - drop in a multi-track CD and choose which tracks and in what order to record.

LCD Control Panel - displays program length, time remaining in unit's memory, and unit's status.

Trigger switch - unit can be triggered to start program content from the beginning with an external trigger switch.

HoldTracks Audio CD - choose new, royalty-free music from a prerecorded audio CD featuring a variety of music styles.

CustomWorks CD-ROM - simple-to-use software wizard for creating professional sounding on-hold message scripts.

MessageStudio Software Compatible - works with award-winning MessageStudio software (available separately) which allows user to create new on-hold audio content on a PC and record directly into OHP 5000's digital memory.

External Recording Capability - audio input allows user to record from any external audio source.

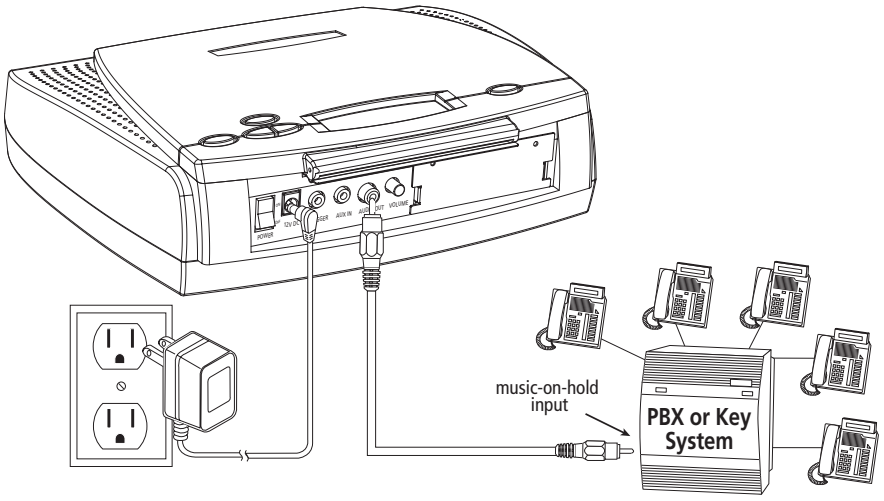
Built-In Monitor Speaker - allows user to monitor sound with the flip of a switch.

Wall Mountable - unit can be mounted, played, and recorded in a vertical position.

3-year warranty

Set-up

▶ *Connection to PBX or KEY phone systems*



1. Plug AC adapter into wall outlet.
2. Plug AC adapter cable into jack marked "DC12V".
3. Plug "Connector Cable" to "AUDIO OUT" jack.
4. Plug other end of "Connector Cable" into phone system's music-on-hold (moh) input jack. NOTE: If the jack cannot be located, contact phone vendor for information.

▶ *Connection to Standard Analog or KSU-less Phones*

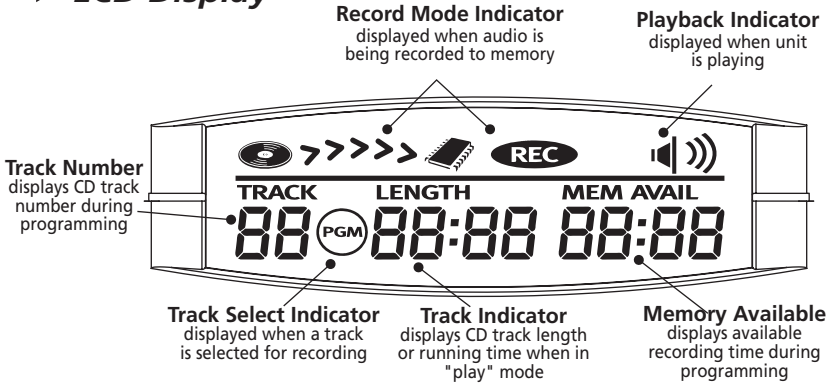
For connection to standard analog or KSU-less phones, an MOH 500i analog adapter module card is required.

The MOH 500i module card connects internally to the OHP 5000 and provides music-on-hold capability to standard analog and KSU-less phones. The MOH 500i interconnection cables are accessed by removing the steel plate on the rear panel.

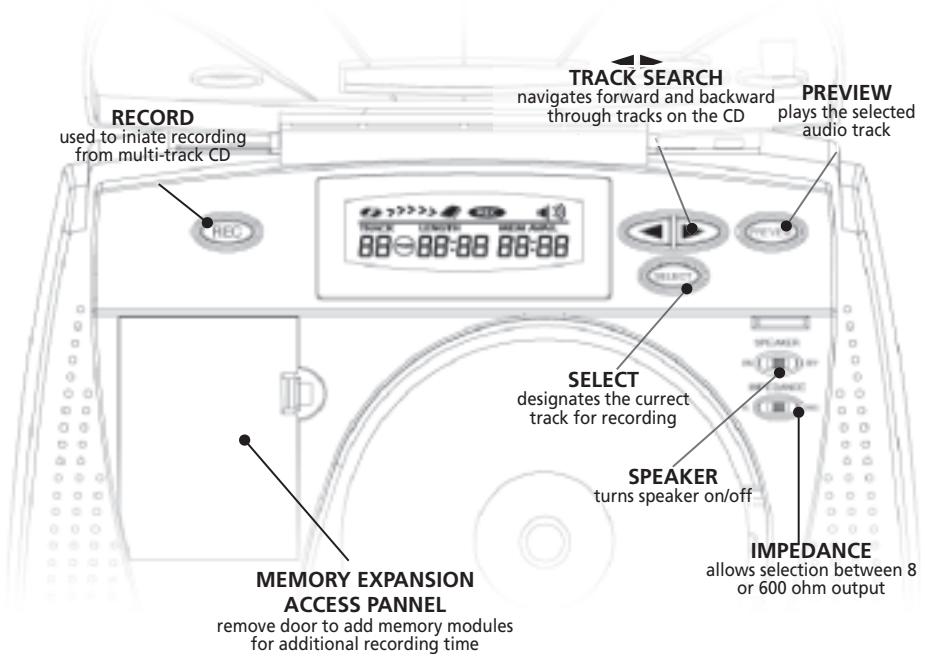
For specific connection information, please see instructions included with the MOH 500i.

Controls & Functions

▶ *LCD Display*



▶ *Player Controls*


TRACK SEARCH
navigates forward and backward through tracks on the CD
PREVIEW
plays the selected audio track
RECORD
used to iniate recording from multi-track CD
SELECT
designates the currect track for recording
SPEAKER
turns speaker on/off
IMPEDANCE
allows selection between 8 or 600 ohm output
MEMORY EXPANSION ACCESS PANNEL
remove door to add memory modules for additional recording time

Operation

▶ *Playback*

Playing Audio Stored in Memory

By default, the unit is always in "playback" mode. When unit is playing, the LCD will display a running time and the segments on the speaker icon will move.

Playback After Power Loss

If power to the unit is lost, the unit will resume playback as soon as power is reapplied. The unit retains its recorded content after power loss.

▶ *Recording*

Recording Single-Track CDs

1. Open cover
2. Insert CD
3. Close cover

OPERATION – Once cover is closed, the unit will automatically begin recording the content of the track into the unit's digital memory. During the recording process, the contents of what is being recorded to memory will be heard through the speaker. Unit automatically switches over to "playback" mode when recording is complete.

Recording Multi-Track CDs

1. Open cover
2. Insert CD
3. Close cover
4. Use the "track search" buttons to navigate to the desired track.
5. Press the SELECT button (to deselect a track, press SELECT button again)
6. Repeat steps 4 and 5 until you have selected all desired tracks or have used the unit's available memory.
7. Press the REC button to begin recording.

OPERATION – Once "record" button is pressed, the unit will begin recording the selected tracks into the unit's digital memory. During the recording process, the audio being recorded to memory will be heard through the speaker. Unit automatically switches over to "playback" mode when recording is complete.

Previewing a track on a CD

1. Use ◄► buttons to navigate to a track
2. Press "PREVIEW" button to start preview
3. Press "PREVIEW" button again to stop preview

Operation (cont'd)

▶ *External Recording*

1. Insert 3.5 mini plug into the jack marked AUX IN.
2. Press the REC button to begin recording.
3. Begin playback of your external source.
4. When finished, press REC button again to stop recording.

OPERATION -- Once REC button is pressed, the unit will begin recording the content of external source audio into the unit's digital memory. During the recording process, the audio being recorded to memory will be heard through the speaker.

NOTE: You will not be able to record audio from the CD autoloader with the cable plugged into the AUX IN jack.

Settings

▶ *Impedance Switch*

Location -- under cover, right side of unit below SPEAKER switch

Operation -- Most telephone systems prefer an 8 ohm output. If you are working with an older phone system, the 600 ohm setting may be preferable.

▶ *Speaker Switch*

Location -- under cover, right side of unit above IMPEDANCE switch

Operation -- turn to "ON" position to listen to program playing from digital memory. Audio being recorded plays through speaker, regardless of speaker switch position. Speaker switch position has no effect on AUDIO OUT playback.

▶ *Volume Control*

Location -- rear panel

Operation -- controls output level of AUDIO OUT jack. To adjust, turn control knob clockwise to increase volume. Set proper volume level by calling in from a phone close to the unit (or cell phone) and having your call placed on hold.

▶ *Power Switch*

Location -- rear panel

Operation -- turns power on or off. When power is on, LCD is illuminated.

Other Functions

▶*Remote Trigger*

Location -- rear panel

Connection -- 2.5 mm mini jack

Operation -- by connecting a momentary switch to this jack, the unit will play audio content from memory when triggered. Content will play through once and then reset, ready for next trigger sequence.

▶*Auxiliary In*

Location -- rear panel next to TRIGGER jack

Connection -- 3.5 mm mini jack

Operation -- connect audio cable from the LINE OUT or "headphone out" jack of any external audio source to the AUDIO IN jack. Audio from an external source (CD, radio, tape or PC) can be recorded to the unit's memory without using the unit's integrated CD.

Adding Additional Memory

▶*Configuration*

The OHP 5000 comes standard with 8 minutes of flash memory. Memory can be expanded to 16, 24 or 32 minutes by adding memory modules in 8-minute increments. Memory modules can be placed into 3 available memory expansion slots located under the memory expansion access panel door.

▶*Installation*

1. Turn power switch to OFF position.
2. Open player lid.
3. Remove memory expansion access panel door located left of the CD drive.
4. Carefully insert the 24-pin memory module chip in an open expansion slot (beginning at the top of the unit).
5. Turn power switch to ON position.

LCD will display the additional memory in the MEM AVAIL counter.

Information

FCC Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Precautions

Safety

As the laser beam used in this compact disc player is harmful to the eyes, do not attempt to disassemble the casing. Refer servicing to qualified personnel only. Do not put any foreign objects in the safety slot inside the disc compartment. If you do so, the laser beam may come out when the lid is opened. Do not put any foreign objects in the DC IN 6V (external power input) jack. Should any solid objects or liquid fall into the unit, disconnect the power supply and have the unit checked by qualified personnel before operating it any further.

Operation

Since the CD system offers a wide dynamic range, the peaks of the high level inputs are recorded with high fidelity, and the noise level is very low. Do not turn up the volume while listening to a part of the disc with no audio signals or very low level inputs. If you do so, the speakers may be damaged when the peak level of the sound is played. The lens on the disc table should be kept clean. Do not touch the lens or poke at it. If you do so, the lens may be damaged and the unit will not operate properly.

Installation

Never install the unit where it would be subjected to:
- heat sources such as radiators or air ducts.
- direct sunlight.
- excessive dust.
- moisture or rain.
- mechanical vibration or shock.
- unleveled surface.

- When the unit is used with an AC power adapter, do not wrap the unit in a cloth, blanket, etc. If you do so, the temperature inside and outside the unit may rise considerably, resulting in malfunctioning of the unit or serious accidents.
- If the unit is brought directly from a cold to a warm location, or is placed in a very damp room, moisture may condense on the lens inside the unit. Should this occur, the unit will not operate. In this case, remove the disc and leave the unit in a warm place for several hours until the moisture evaporates.
- For the unit to operate at its best, it should not be subjected to temperatures below 5˚C (41˚F) or above 35˚C (95˚F).

Warnings

- Before operating the unit, please read this manual thoroughly and retain it for future reference.
- To prevent fire or shock hazard, do not expose the unit to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- The use of optical instruments with this product will increase eye hazard.

Care & Maintenance

Cleaning -- Do not use volatile chemicals on this unit. Clean by lightly wiping with a soft cloth.

Cleaning the CD -- If the CD skips or will not play, the disc may need to be cleaned. Before playing, wipe the disc from the center out with a cleaning cloth. After recording CD into memory, store the CD in its sleeve.

Handling the Disc -- Only touch the CD on the edges to avoid fingerprints on its surface.

CD Player Lens -- Do not touch the CD lens with your finger or any other material. If there is dust on the lens, blow lightly or use a camera lens blower brush.

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